

# Leverage Concierge and Errand Running

## FAQs and Guidelines for Europe, Asia & Toronto

### 1. What is the Leverage Concierge and Errand Running program?

ACI's Leverage Concierge and Errand Running program acts as a virtual personal assistant to help make life easier for employees with the intent of promoting work-life balance. From planning the vacation of a lifetime to taking care of personal errands, ACI's Leverage Concierge offers comprehensive referrals for all personal concierge and errand running requests. Employees can submit requests 24/7/365 through ACI's Leverage Concierge toll-free phone and email.

### 2. What services are provided?

**Virtual Concierge Referral Service** offers unlimited research and referral services for any personal need.

Examples of requests that Leverage Concierge can assist with include, but are not limited to:

- Sourcing tickets to concerts, sporting events, plays.
- Locating discounted prices on items, such as tickets or entertainment
- Planning vacations and personal travel
- Arranging home and car repair services
- Securing gifts & flowers
- Researching local child, elder and pet care options
- Providing fitness referrals, such as gyms, spas, and massages
- Booking reservations, such as car rental, dining, excursions, restaurants and more
- Helping with small-scale events and/or party planning

The catalogue of referral requests that can be performed is robust, and employees are eligible for unlimited virtual concierge referrals. Requests can be submitted anytime and typically take up to three to five business days to complete. Please contact Leverage Concierge directly to determine the feasibility of a specific request.

**Errand Running** offers a personal errand runner to all international employees, to assist with everyday tasks during regular business hours 9:00am – 5:00pm, Monday through Friday, local time.



Exceptions include weekends and local official holidays, please check if uncertain directly with your concierge team.

Examples include, but are not limited to:

- Flower delivery
- Gift shopping and returns.
- Personal shopping
- Package delivery and post office services
- Waiting services – errand runners can wait for products and/or services, such as waiting at your home for a furniture delivery or cable installation.
- Dry cleaning drop-off and delivery
- Grocery shopping
- Food delivery

Based on the volume of requests, a minimum of 24-hour notice must be provided. Completion of requests depends on Errand Runner availability in your area and the service required.

### 3. Who is eligible?

Concierge services are available to all eligible Employees.

### 4. Is there a fee to use these services?

- The **Concierge Referral** service is paid for by your employer. There is no fee for Employees to use this service.
- The **Errand Running** service is paid for by your employer. Employees are always responsible for the payment of items or services purchased on their behalf.
- **Partners**-There is a \$125.00 USD or local currency payment per hour (minimum 1 hour), 15-minute increments. Partners are always responsible for the payment of items or services purchased on their behalf.

### 5. Is there a limit to the number of requests an Employee can make?

There is no limit to the number of **Concierge Referral** requests an Employee can make.

### 6. What else should I know about the Errand Running?

- A minimum of 24-hour notice required.
- Completion of requests depends on the errand runner's availability in your local area.
  1. Subject to a 12kg. The total weight restriction and a 20km-mile radius.
  2. Employees are responsible for payment of all goods and services purchased associated with errands performed.

### 7. Are there any restrictions on the Errand Running services?

The catalogue of requests that can be performed is robust, however, the following services are not currently available:



- Handling of any one object worth more than \$500 USD or local currency equivalent, such as jewelry, watches or personal items or any illegal items. \*
- Transporting people
- Personal administrative tasks (i.e., envelope stuffing, addressing envelopes, creating files, etc.)
- Signing on behalf of or impersonate an employee. The errand runner can only sign if it is allowable to sign their own name or express written authority from the employee.
- Home maintenance (e.g., housecleaning, washing and/or folding laundry, gutter cleaning, decorating)
- MOT or licensing request for vehicles
- Transporting pets other than dogs or cats. Pets must be in a transportable container upon arrival that meets the total weight limit of 12kg, which includes the container.
- Errands are limited to 4 hours max, per person per month.

#### **8. How is the payment transaction handled for Errand Running?**

The errand runner will only purchase goods and services with consent from the employee and will pay up front or via account via a corporate credit card. In the case of a service or purchase totaling more than \$500 USD or local currency, the employee will be required to pay the vendor directly, at the time payment is due. Once the service is completed, a Leverage Concierge Customer Service Representative will email the employee an invoice.

#### **9. Do employees need to tip Errand Runners?**

No, tipping is not allowed.

#### **10. Can Errand Runners be trusted with personal requests and items?**

Leverage Concierge Errand Runners are fully vetted and insured, have completed background checks and a multi-reference assessment, and have local affiliations with concierge and errand running associations.

#### **11. How do Employees get started?**

All requests can be submitted by calling the Leverage Concierge Customer Service Center, emailing [leverageconcierge@tengroup.com](mailto:leverageconcierge@tengroup.com)

**Customer Service Center:**



Europe:

- Brussels: 080026959
- Frankfurt: 08001811306
- London: 08081896489
- Moscow: 88003017100
- Munich: 08001811306
- Paris: 0805220673

Asia:

- Beijing: North China (108007131169) South China (108001301133)
- Hong Kong: 800908403
- Seoul: 003084910148
- Shanghai: North China (108007131169) South China (108001301133)
- Singapore: 8008528243
- Tokyo: 0120409746

Toronto:

- 8778330616

▪ Website:

- Go to <http://skaddeninternational.leverageconcierge.com>

\*The Concierge Referral service is available 24/7 via the Leverage Concierge Customer Service Center, Landing Page or Requests for Errand Running can be submitted 24/7; however, Errand Runners are only available from 9:00 AM – 5:00 PM local time to complete and coordinate the service.

**12. Have additional questions?**

For additional questions, please contact Leverage Concierge Team:  
[leverageconcierge@tengroup.com](mailto:leverageconcierge@tengroup.com)